

## **DEAR SMALL BUSINESS VENDORS:**

The Government is quickly moving forward to change and improve the way we do business. One of the ways we're moving forward is through the SmartPay credit card program. In order for this to be successful, we need your support to make these changes that will benefit both of us. IRS credit cardholders use the Citibank MasterCard, which operates under the umbrella of GSA's SmartPay card program.

## **VENDOR SIGN-UP**

Some of you may not currently accept MasterCard as a method of payment. Citibank can help establish you as MasterCard-capable merchants. We desire to use the Citibank MasterCard as our preferred method of payment. You can contact your bank or Citibank at 1-888-474-0317 for information and assistance in getting set up and ready to accept the MasterCard. We have provided a copy of the Vendor Questionnaire in this package which will allow you to request information or request that you be set up to accept the MasterCard.

Once you make an inquiry to Citibank, you will be sent information and merchant account set up materials. The merchant account set up materials will include:

- \* Discount rate and equipment costs
- \* Contract
- \* Request for photograph of business locations (OCC requirement) or acceptable alternative - advertisement from the Yellow Pages, trade journal or newspaper (publicly traded corporations are exempt from this requirement)
- \* Request for a voided check for bank transit and routing number and demand deposit account number (DDA) to designate where the credit card deposit is to be processed.

The account set up package must be completed in full to proceed with your vendor set up. If you have questions regarding the set up materials, a Citibank representative is available via the toll-free Vendor Help Line.

You can expect to be set up for MasterCard processing within 21 business days from the receipt of a completed application package, during which the following occurs:

1. The Citibank underwriters will evaluate your application for approval or decline.
2. Your vendor account will be established on the Citibank System and at the network level.
3. Equipment and supplies are mailed to you.
4. You will be called, and training will be scheduled and completed.

If your application is declined, a letter will be sent to you by a Citibank representative. The letter reports the reason for the decline and explains that although Citibank has not accepted the application, processing is available from many other sources. For instance, you may be able to arrange for processing through a local bank.

## **VENDOR ACCEPTANCE BENEFITS**

Although there is a fee to process cards, the MasterCard Program will greatly benefit you in many ways including the following:

- \* MasterCard-capable vendors are usually considered preferred suppliers of the Department of the Treasury cardholders and many other agencies.
- \* Full payment for MasterCard purchases is received in three business days.
- \* You are not required to send invoices. Therefore, overhead costs are reduced as a result of automated payments. Vendor payments are electronically deposited into your business checking accounts.

Citibank is eager to assist you in establishing your account for the MasterCard credit card. Their staff is available to address your questions and inquiries regarding this program. If you would like some assistance in establishing your account for the MasterCard, please contact Citibank vendor specialists at 1-888-474-0317 or feel free to use the following Vendor Questionnaire.

If we can be of further assistance to you, please feel free to contact the IRS National Office Purchase Card Coordinators, Sharlene Hagans on (202) 283-1471, Natika George on (202) 283-1135, or myself at (202) 283-1350.

Jodie L. Paustian  
Small Business Specialist  
Internal Revenue Service

# MASTERCARD VENDOR QUESTIONNAIRE

Date \_\_\_\_\_

## **VENDOR REQUEST FOR INFORMATION**

- ☐ We currently accept MasterCard, but would like information about Citibank's MasterCard program.
- ☐ Please send MasterCard account set up information.
- ☐ Please send information on how MasterCard can benefit our business.

## **VENDOR INFORMATION**

Vendor Business Name \_\_\_\_\_

Business Address \_\_\_\_\_

Business City/State/Zip \_\_\_\_\_

Contact Name \_\_\_\_\_ Contact Title \_\_\_\_\_

Contact Phone \_\_\_\_\_ Contact Fax \_\_\_\_\_

Type of Business \_\_\_\_\_

Type of Product \_\_\_\_\_

## **FAX TO:**

Citibank  
ATTN: MasterCard Vendor Representative

FAX: (800) 757-5841